

# Terms & Conditions, Postage and Returns

## TERMS AND CONDITIONS OF SALE

### Placing an Order

1. Any order placed via this website is an offer to purchase the goods ordered at the price specified on this website at the time the order is placed
2. The Ag Shack reserves the right to accept or decline, in whole or in part, any order placed by the Customer
3. If The Ag Shack accepts an order placed via this website, that acceptance results in a binding agreement for the supply of goods. An order will be accepted by issuing of an order confirmation email. Please note that the processing of a payment does not constitute acceptance or verification of an order. It is the Customer's responsibility to ensure that the details of the order in the confirmation email are correct and to notify The Ag Shack of any errors in the order within 24 hours of receiving the confirmation email.
4. A further email will be sent to the Customer upon dispatch of the goods by The Ag Shack to the Customer. This will state: Customer Name, Delivery Address, Date order sent, Method of despatch. If refrigeration is required on arrival, the customer will be notified on day of dispatch with maximum expected delivery date.

### 2. Trading Terms

1. Payment for website orders must be received prior to dispatch of any goods
2. Payment may be made by credit card (STRIPE), paypal or direct deposit. In all events, The Ag Shack will not dispatch goods until payment in full in cleared funds has been received by The Ag Shack

### 3. Goods not in stock

1. If goods ordered are not in stock at the time of the order, The Ag Shack will notify the Customer via email or phone call and, unless the Customer specifically instructs otherwise before the goods are dispatched, The Ag Shack will supply the goods when stock becomes available
2. An email will be sent to the Customer upon dispatch of the goods by The Ag Shack to the Customer. This will state: Customer Name, Delivery Address, Date order sent, Method of despatch. If refrigeration is required on arrival, the customer will be notified on day of dispatch with maximum expected delivery date

### 4. Shipping – Freight/Postage

1. Goods will be dispatched to the delivery address as indicated when the order is placed on the website
2. Goods may be sent via post or courier
3. **Freight for ALL ORDERS will be FREE**
4. **If an order contains temperature sensitive goods, a packaging fee of \$30.00 including GST charge will be charged**
5. Temperature sensitive goods will be dispatched between Monday and Wednesday to avoid delay of delivery over the weekend

6. The Ag Shack will not assume any responsibility or liability for items which arrive to the specified delivery address within the specified time but are not collected by the Customer
7. The Ag Shack will only ship within Australia

#### 5. Pricing Policy

1. All prices are shown in AUD including GST (where appropriate) and include postage, handling, freight, packing, or insurance fees
2. Pricing specified at time of order will be honoured
3. Pricing is subject to change without notice

#### 6. Return of Goods Policy

1. The Customer must contact The Ag Shack to advise details of goods to be returned.
2. Upon being notified, and if agreed to, The Ag Shack will allocate a Return Authorisation Number and sending a Return of Goods form. This form is to accompany goods being returned.
3. The Ag Shack will not receive goods for return unless a Return Authorisation Number has been allocated to the goods. Please note that the allocation of a Return Authorisation Number is not acceptance of return of goods or a promise of replacement goods.
4. Goods accepted by The Ag Shack for return are to be returned to The Ag Shack at the Customer's cost unless inaccurate goods sent by The Ag Shack.
5. Goods will be accepted for return at the discretion of The Ag Shack. Goods that, in the sole opinion of The Ag Shack, are so damaged as to be unfit for use and/or resale will not be accepted for return.
6. The following goods may be accepted for return:
  1. Goods damaged in transit to the Customer
  2. Incorrect supply that is excess, (but only to the extent of the excess) or wrong goods.
7. The following items will **NOT** be accepted for return on any basis:
  1. Goods sold on a specific non-return basis.
  2. Goods having a broken seal or label removed.
  3. Goods involved in a fire sale, sacrifice sale or bankruptcy sale.
  4. Goods damaged which is not the fault of The Ag Shack.
  5. Temperature sensitive goods.
  6. Expired stock.
8. Goods accepted by The Ag Shack for return will be replaced by The Ag Shack with equivalent or correct goods, or a refund will be issued.

#### 7. Refunds

1. A refund may be issued if:
  1. the order is cancelled prior to the goods being dispatched
  2. an item is out of stock and cannot be dispatched within 2 weeks of the order being placed
  3. the goods arrive damaged and that damage is too extensive for the goods to be returned to The Ag Shack
  4. the goods are returned as per section 6.
2. In all cases of a refund being issued, The Ag Shack will contact the Customer prior to the transaction.